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**ARIZONA CTE CAREER PREPARATION STANDARDS & MEASUREMENT CRITERIA**

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| <b>BUSINESS OPERATIONS SUPPORT AND ASSISTANT SERVICES, 52.0400.00</b>     |  |
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| <b>STANDARD 1.0 – APPLY WORD PROCESSING SOFTWARE TO PRODUCE DOCUMENTS</b> |  |
| 1.1   | Demonstrate keyboarding skills to key new documents  |
| 1.2   | Demonstrate software techniques to insert graphic(s) into documents                          |
| 1.3   | Demonstrate software commands to design a table  |
| 1.4   | Demonstrate computer software to design forms  |
| 1.5   | Perform computer skills to complete electronic forms   |
| 1.6   | Practice scanning and saving a text file   |
| 1.7   | Practice scanning and saving a graphic file  |
| 1.8   | Use software commands to merge text  |
| 1.9   | Create documents appropriate for a given purpose utilizing the correct format and procedures |
| <b>STANDARD 2.0 – COMPOSE DOCUMENTS FOR PRESENTATION</b>                  |  |
| 2.1   | Apply traditional notation to proofread and edit documents                                   |
| 2.2   | Organize and use resource materials to prepare documents                                     |
| 2.3   | Differentiate and use appropriate software to produce presentations                          |
| 2.4   | Differentiate and use appropriate software to produce publications                           |
| 2.5   | Examine the purpose of notarization  |
| <b>STANDARD 3.0 – USE DATABASE SOFTWARE TO PRODUCE DOCUMENTS</b>          |  |
| 3.1   | Explore database software to create databases  |
| 3.2   | Perform data entry techniques to enter information in databases                              |
| 3.3   | Formulate and use appropriate commands to retrieve data                                      |
| 3.4   | Create forms and reports from a database   |
| <b>STANDARD 4.0 – APPLY SPREADSHEET SOFTWARE TO PRODUCE DOCUMENTS</b>     |  |
| 4.1   | Explore spreadsheet software to create spreadsheets  |

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| 4.2  | Enter appropriate formulas and functions in a spreadsheet   |
| 4.3  | Evaluate and analyze data in a spreadsheet  |
| <b>STANDARD 5.0 – RESEARCH APPROPRIATE SOFTWARE TO ENTER INFORMATION</b>                           |   |
| 5.1  | Analyze, compare, and contrast available software packages and their usefulness for various tasks |
| 5.2  | Research and use appropriate software to generate reports   |
| <b>STANDARD 6.0 – ESTABLISH AND FOLLOW PROCEDURES TO MANAGE PAPER/MANUAL RECORDS</b>               |   |
| 6.1  | Create a filing system to preserve and retrieve records   |
| 6.2  | File, retain, and destroy materials according to regulatory policy to manage records              |
| <b>STANDARD 7.0 – ESTABLISH AND FOLLOW PROCEDURES FOR ELECTRONIC FILING</b>                        |   |
| 7.1  | Choose document priorities to interpret file hierarchy  |
| 7.2  | Use computer skills to manage electronic files  |
| <b>STANDARD – 8.0 PLAN AND PARTICIPATE IN MEETINGS</b>   |   |
| 8.1  | Prepare materials and documentation for meetings  |
| 8.2  | Assemble materials and documentation for meetings   |
| 8.3  | Demonstrate taking notes and handle materials to support a meeting                                |
| 8.4  | Prepare meeting minutes and related documentation   |
| 8.5  | Process travel claims to provide meeting follow-up  |
| <b>STANDARD 9.0 – PREPARE A MAINTENANCE SCHEDULE TO MAINTAIN AND MANAGE EQUIPMENT AND SUPPLIES</b> |   |
| 9.1  | Apply procedures to maintain equipment and supplies   |
| 9.2  | Manage the purchase of equipment and supplies   |
| 9.3  | Manage the inventory of equipment and supplies  |
| 9.4  | Interpret the cause(s) of problems with office equipment  |
| <b>STANDARD 10.0 – PREPARE TRAVEL ARRANGEMENTS</b>   |   |
| 10.1   | Select suitable lodging and transportation to arrange travel                                      |
| 10.2   | Plan travel and meeting itinerary   |

These technical knowledge and skill standards were validated by a Skill Standards Validation Committee on July 10, 2009, and used in the adaptation, adoption, and development of test items for first time testing in Spring 2010.

## ARIZONA CTE CAREER PREPARATION STANDARDS & MEASUREMENT CRITERIA

| STANDARD 11.0 – EXAMINE TELEPHONE SKILLS TO COMMUNICATE EFFECTIVELY                |   |
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| 11.1   | Investigate effective resources to achieve good telephone performance   |
| 11.2   | Record and deliver accurate messages to appropriate parties   |
| 11.3   | Use telephone etiquette when placing and receiving calls  |
| 11.4   | Identify type of call (e.g., irate, VIP, emergency, etc.)   |
| 11.5   | Explore and critique steps in handling different types of calls   |
| STANDARD 12.0 – MAINTAIN RECORDS AND REPORTS TO MANAGE CASH AND BANKING PROCEDURES |   |
| 12.1   | Perform transactions to manage petty cash and bank accounts   |
| 12.2   | Organize and tally receipts and proof work to prepare bank deposits   |
| 12.3   | Reconcile bank statements   |
| STANDARD 13.0 – MAINTAIN EMPLOYEE TIME RECORDS TO MANAGE PAYROLL PROCEDURES        |   |
| 13.1   | Demonstrate knowledge of payroll procedures   |
| 13.2   | Calculate and maintain employee time records  |
| STANDARD 14.0 – PERFORM E-MAIL FUNCTIONS   |   |
| 14.1   | Describe e-mail capabilities  |
| 14.2   | Identify e-mail components (e.g., address, content, signature block, subject line, etc.)                            |
| 14.3   | Identify e-mail features (e.g., forwarding, attachment, reply, security, etc.)                                      |
| STANDARD 15.0 – DEMONSTRATE PROFICIENCY NAVIGATING THE INTERNET AND INTRANET       |   |
| 15.1   | Characterize Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil) |
| 15.2   | Appraise Internet/Intranet ethics, copyright laws, and regulatory control   |
| 15.3   | Demonstrate proficiency in using search engines   |
| 15.4   | Compare and contrast various web tools (e.g., downloading of files, transfer of files, telnet, pdf, vpn, etc.)      |
| 15.5   | Review effective Boolean search strategies  |
| STANDARD 16.0 – FORMULATE AN UNDERSTANDING OF GLOBAL BUSINESS CONCEPTS             |   |
| 16.1   | Examine and apply knowledge of domestic and international time zones  |

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| 16.2   | Differentiate and use currency exchange rate tools  |
| <b>STANDARD 17.0 – EXAMINE SUPERVISORY/MANAGEMENT FUNCTIONS</b>                                    |   |
| 17.1   | Compare and contrast the functions of management (i.e., planning, organizing, staffing, directing, and controlling) and their relationship  |
| 17.2   | Critique factors of strategic planning and define the role of strategic planning in a business environment  |
| 17.3   | Practice project management skills  |
| <b>STANDARD 18.0 – APPLY PLANNING AND TIME MANAGEMENT PRINCIPLES TO ACHIEVE COMPANY OBJECTIVES</b> |   |
| 18.1   | Plan and organize appointments and itineraries to maintain calendars  |
| 18.2   | Set priorities and schedule work to organize workload   |
| 18.3   | Identify the benefits of maintaining a functional work environment  |
| <b>STANDARD 19.0 – EVALUATE RECRUITMENT, STAFFING CONCEPTS AND TECHNIQUES</b>                      |   |
| 19.1   | Demonstrate an understanding of the recruitment and staffing processes  |
| 19.2   | Evaluate interview methods  |
| 19.3   | Identify the role of the administrative support staff in the orientation and training of new employees  |
| 19.4   | Critique benefits of professional staff development (i.e., workshops, conferences, course work, and membership in professional associations)  |
| <b>STANDARD 20.0 – DEMONSTRATE KNOWLEDGE OF THE NEED FOR ETHICAL BEHAVIOR IN THE WORKPLACE</b>     |   |
| 20.1   | Assess conflicts of interest  |
| 20.2   | Evaluate reasons for keeping employer and customer information confidential and/or privileged   |
| 20.3   | Explore ethical issues arising from copyright infringements (e.g., downloading and sharing applications without license(s))   |
| 20.4   | Identify and describe misuse of e-mail software (e.g., confidential, legal discovery, personal messages, etc.)  |
| 20.5   | Identify and describe misuse of office equipment (e.g., using office for personal use, stealing office supplies, etc.)  |
| 20.6   | Identify major regulatory agencies that affect businesses in the United States (i.e., Security Exchange Commission, Immigration and Customs Enforcement, and Drug Enforcement Administration) |
| <b>STANDARD 21.0 – DEVELOP AN UNDERSTANDING OF COMPUTER COMPONENTS</b>                             |   |
| 21.1   | Identify the function of the major components of a computer (e.g., RAM, ROM, port, USB, etc.)   |
| 21.2   | Explain information technology terms and concepts (e.g., networking, LAN, WAN, multimedia, etc.)  |

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| <b>STANDARD 22.0 – DEMONSTRATE THE BASICS OF PERSONAL BANKING</b>  |  |
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| 22.1   | Complete a deposit slip                    |
| 22.2   | Prepare a check for deposit                |
| 22.3   | Complete a check to a business for payment |
| <b>STANDARD 23.0 – DEMONSTRATE AN UNDERSTANDING OF THE FUNCTIONS AND RESPONSIBILITIES OF A VIRTUAL ASSISTANT</b> |  |
| 23.1   | Identify the types of virtual assistants   |
| 23.2   | Identify the duties of a virtual assistant |